

**CLASS TITLE: HEALTH SERVICES REGULATION  
LICENSING AIDE II**

**Class Code: 02464400  
Pay Grade: 16A  
EO: F**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To assist a superior in the processing of complaints, to include preparing correspondence to licensees, complainants, attorneys, other state and federal agencies and the courts; creating and maintaining investigatory case files, preparing confidential Executive Session agendas, case listings and minutes, and other related confidential and case-sensitive related duties; in an assigned work area, to be responsible for reviewing and processing applications for licensure in health related professions, occupations and businesses; to be responsible for the maintenance of records on both manual and computerized file systems relating to licensure; to prepare and edit on a word processing system: general correspondence, minutes of meetings, statutes, rules and regulations; to relieve a supervisor of important administrative details, correspondence and other routine matters; to deal with the public on an on-going basis; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior in accordance with defined policies and procedures and with considerable latitude for discretionary decisions; work is generally in final form when completed and is subject to but does not always receive periodic review for conformity with established procedures.

**SUPERVISION EXERCISED:** May be required to supervise clerical or other personnel assigned to assist.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To assist a superior in processing of complaints, to include preparing correspondence to licensees, complainants, attorneys, other state and federal agencies and the courts; creating and maintaining investigatory case files, preparing confidential Executive Session agendas, case listings and minutes, and other related confidential and case-sensitive related duties.

In an assigned work area, to be responsible for reviewing and processing applications for health services licenses, registrations, certifications and renewals by use of both manual and computerized registration systems.

To receive and process applicable fees pertaining to licensure transactions.

To assist in the scheduling and administration of professional licensure qualifying examinations to include proctoring candidates undergoing written or practical examinations.

To provide the public with accurate and detailed information on the qualifications and requirements for licensure in regulated professions, complaint procedures, etc.

To verify documentation for interstate certification under reciprocal licensing agreements

To prepare protocols and standard operating procedures, rules and regulations, applications and other forms, legislation and other complex documents from rough drafts, transcripts and notes provided by superiors including transcription of medical terminology.

To process purchase orders, requisitions and related documents and to maintain appropriate records.

To assist in the orientation and training of new employees

To deal with the public both in person and by telephone on an on-going basis.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPABILITIES:** A working knowledge of the applicable statutes, rules and regulations pertaining to the licensure and discipline of health service providers; the ability to apply such knowledge in the context of a computerized licensing system including the preparation of required documentation and the operation of data entry and/or word processing terminals and related peripherals; a working knowledge of business english, spelling and arithmetic and of medical terminology; the ability to synthesize notes, transcription recordings, and other material into finished documents; the ability to operate routine office machines; the ability to work independently on difficult or complex tasks; the ability to interact courteously with the public, licensees and their authorized representatives; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by courses in typing and business practices; and

Experience: Such as may have been gained through employment in a clerical or related position involving the exercise of independent judgement in the processing of various transactions.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: November 19, 2000

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